



# **Annual Complaints Performance Report**

## **April 2024 to March 2025**

## Introduction

Town Thorns Sheltered Housing comprises of 29 one-bedroom flats for single or double occupancy based on the 1<sup>st</sup> and 2<sup>nd</sup> floor of the building. The flats are situated within a building occupied by a Care Home with shared communal areas.

We aim to provide excellent services for our customers. Our purpose is to provide housing that our customers are proud to call home.

We recognise that sometimes things go wrong, and customers may be dissatisfied with the service they receive. We take time to listen and understand our customers' experiences and influence continuous improvement through regular formal meetings and informal drop-in sessions.

The majority of concerns raised tend to be Service Issues and issues relating to shared communal spaces which are dealt with via our computer-based recording system.

We manage complaints in a positive, confidential and transparent way, keeping customers fully informed throughout the process.

## Complaints Received – April 2024 to March 2025

### *Stage 1 and Stage 2 Complaints*

The Stage 1 and Stage 2 complaints were received between April 2024 and March 2025 as follows:

Number of complaints received	<b>2</b>
Number of complaints resolved at Stage 1	<b>1</b>
Number of complaints resolved at Stage 2	<b>1</b>

Both complaints were satisfactorily resolved within the agreed time period as stated in our Complaints Policy.

### *Service Requests*

The number of service requests received between April 2024 and March 2025 are as follows:

Number of requests received	<b>89</b>
Number of requests relating to communal areas	<b>32</b>
Number of requests relating to individual properties	<b>57</b>

Requests received relating to individual properties were dealt with in the agreed time scale, with the majority of requests being completed within 48 hours.

## **Continuous Learning and Improvements**

We are committed to learning and improving our service and communication with our residents is key, and we will do this by:

- Continuing our regular meetings and drop-in sessions.
- Implement monthly evening meetings for residents who work and are unable to attend during the day.
- Our Liaison Officer to adopt a 'no appointment required' open door policy for residents who need assistance.
- Communicate and keep residents informed through our monthly Newsletter.